M&O CCB AGENDA FOR TUESDAY, APRIL 20, 1999 ROOM 3027 (ECS Facility) at 1:30 p.m. (EST) 1-888-831-4986 (Code 51181)

1. Roll-Call

2. Summary Actions from 4/13/99 M&O CCB Discussion:

99-0285, Secure Shell (ssh) needed on all pc clients, by Lisa Monro-Cline, NSIDC CCR 99-0285 was forwarded to the EDF/REL2 CCB for further discussion on whether shareware of secure shell can be downloaded or if a procurement is necessary and if so, what budget will pay for the COTS. If REL2 CCB concurs with change, CCR will be forwarded to the ECS CCB.

Results: CCR 99-0285 is being processed as a procurement and R. Haas and Cheryl Jones are coordinating this procurement.

99-0286A, Use of n0spg03 for processing NSIDC V0 data into HDF-EOS, by Siri Khalsa, NSIDC

CCR 99-0286A was forwarded to the EDF/REL2 CCB. Another CCR (99-0204) was approved on 3/5/99 for the same subject. Coordination with the originator is required, and CCR 99-0286A will be withdrawn if it is a duplicate.

Results: CCR 99-0286A was withdrawn because it was a duplicate of CCR 99-0204.

3. OPEN ISSUES:

- 1. Where can status of CCRs be shown at all times. The DAACs want to always know the schedule of their specific CCR(s) ahead of time for coordination. (Issue discussed on 4/6/99)
- 2. CM along with Dave Kelley on how to start tracking the status of all open CCRs. This process will take a little time before resolution. (Issue discussed on 4/6/99.

4. Open Action Items Assigned:

- DAACs to investigate a generic email account be set-up for each DAAC in order that all messages can be accessed if individual(s) are not available. Assigned on 4/6/99.
- Action to Charles Poole to coordinate with Dave Kelley to post agenda and minutes to the SMC website and broadcast to the DAACs as to the time that they will be posted and the Daacs can pull down agenda at their convenience. Assigned on 4/6/99.
- Action to Charles Poole to incorporate changes from the draft procedure for processing CCRs from the DAACs and make a Work Instruction with a controlled number. Assigned 4/6/99.

5. New CCRs:

CCR#	Topic	Class	Originator	J	Need Date
99-0322- Title: Lo	M&O cal (EDC)	NA Fix for R	Class II ROC lemedy trouble tick	CKVAM, T. (EDC) set forwarding	04/20/99
99-0323- Title: Us	NA e Remed	II y for Ope	ROCKVAM, T. erations Log and R	(EDC) esource Log	04/20/99
Title: Ad	ld Web S	II erver to e)-TDE-00		(EDC)	05/15/99
99-0325- Title: Ac	PRO Iditional F	II Remedy F	ROCKVAM, T. loating write licens	(EDC) ses for EDC	04/30/99
99-0331- Title: Ac	NA dd an arch	II nive meta	MARINELLI, D. data attribute calle	(GSFC) ed "DESCRrevision to	05/01/99 every ESDT
6. CCRs S	igned Off	-Line: (At	tached)		
-		00.5		IC VO data into HDE	EOS (Withdraw

99-0286A, Use of n0spg03 for processing NSDIC V0 data into HDF-EOS (Withdrawn) 99-0306, JRE 1.1.7B Upgrade Release to EDC DAAC Only 99-0308, JAF 1.0 Upgrade Release to the EDC DAAC Only 99-0309, JavaMail 1.1 Upgrade Release to the EDC DAAC Only 99-0310, JavaHelp 1.0-Beta Upgrade Release to EDC DAAC only 99-0311, DAACs Desire SMC Remedy #s & Ops DDTS #s in Local Remedy Tickets 99-0319, Deliver EcDSArchiveCheckbyDate and EcDsFullArchiveCheck scripts to EDC 99-0320, Distribute 4PX.27 to EDC 99-0321, Distribute 4PY.Bath to all Sites

7. Comments:

8. Meeting Adjourned.

ECS Configuration C	hange Request				Page 1 of	0	Page(s)	
1. Originator Tammy Rockvam	2. Log Date: 4/15/99	3. CCR #	: ()325	4. Rev:	5. Tel: 605-594-68	52	6. Rm #: EDC	7. Org. EDC	
8. Title of Change: Addtiona	al Remedy floating write	licenses for E	DC						
9. Originator Signature/Da	ate		10. Clas	10. Class 11. Type: CCR			eed Date: 4/3	30/99	
13. Office Manager Signat	ure/Date		14. Cate PRO	gory of C	Change:		riority: (If "Er Block 28). ie	nergency*	
16. Documentation/Drawing	s Impacted:		17. Schedu Impact: none	le	18. Cl(s) A	18. Cl(s) Affected:MSS			
19. Release Affected: 4PX		20. Date due 4/30/			Impl. Date: 0/99	1	22. Estimate Smali	d Cost:	
23. Source Reference: EDC CCR EDCdd00024, NC		ction Item	Tech Ref.	GSF	○ Other :	I			
24. Description of Change Currently EDC has 5 floating Ticket, and 10+ User Service floating write licenses, and 5	write licenses for Reme s staff who need to be a	edy. We have	40+ staff me						
25. Proposed Solution: (us Request an additional 10 float									
26. Alternate Solution: (us Limit staff access to Remedy		necessary)							
27. Consequences if Chan Trouble tickets and contact k						ense.			
28. Justification for Emerg	ency (If Block 15 is "E	mergency"):							
	DF Mini-DAAC COC IDG Test Cel		C GS	SFC []L	aRC NSI)C []SMC □AK	□JPL	
30. Board Comments:					31. \	Vork A	ssigned To:		
32. EDF/REL2 CCB Chair (Sign/Date):	33. Disposi A/C Fwd/E	Dis	pproved sapproved		(TBD)		
35. M&O CCB Chair (Sign/	Date):	36. Disposi A/C Fwd/E	tion: App Disa	proved approved d/ESDIS	37.	CM Ma	nager's Clos	sure:	
38. ECS CCB Chair (Sign/I	Pate):	39. Dispos		proved	40.	CCR	Closed Date:		

ADDITIONAL SHEET

CCR #: 79-0325 Rev: - Originator: Tammy Rockvam

Office: EDC Telephone: 605-594-6852

Title of Change: Additional Remedy licenses for EDC

NCR

Submit Date: 990216 Status: CLOSED NCR ID: ECSed20802 NCR Class: REL_B0_INFORMAL Project: MandO **Enclosures: 6**

NCR TITLE.... remedy license

DETECTION INFORMATION....

REVIEW-ASSIGN INFORMATION.... Evaluate Engineer: ematthew Build Name[*]: Drop 4PX.23 Assigned To: ematthew Test Site[*]: EDC DAAC Iteration [*]: Drop 4PX.23 Detection Method[*]: Analysis

Detected-In-Phase[*]: DAAC Activity

Build ID: Drop 4PX.23 Test Case ID: Platform ID: N/A Severity (1=Showstopper)[*]: 2

Need fix by [*]: Routine

Mode [*]: Other

Trouble Ticket: EDC000000000676

SUBMITTER INFORMATION....

Submitter: terryt

Page 1/2

NCR Class: REL_B0_INFORMAL Project: MandO

TO BE FIXED INFORMATION....

VERIFICATION INFORMATION....

Problem Type[*]: not a bug Recommended Change[*]: not a bug

Test Status (Pass/Fail)?: P Elapsed Test Time (Hrs): 1

Est. Fix Time (Hrs): 1

Verification Site[*]: VATC

Est. Compl. Date (yymmdd): 990219

Verified Build ID[*]: 4PY

Related NCR ID: N/A

Verified Platform ID:

CLOSING INFORMATION....

RESOLUTION INFORMATION....

Closing Reason[*]: Reject

Resolution[*]: not a bug

CCR#/NCR#: none

Resolved by: ematthew

Closing accepted by: sbarrier

Indicate_SLOC[*]: Not Applicable

Num_SLOC: N/A

Fixing Time (hrs): 1

Documentation affected (Y/N)? N

Affect CSCI: N/A

Merge Build Id:

Page 2/2

******* Problem *********

At this time, we have 5 floating licenses for remedy.

With 40+ ECS users and User Services users, it would seem like a good idea to RIGINAL



get additional floating licenses to accommodate for this increased load. Without a write license, users can't update TTs.

Please describe your Analysis: This is an issue that should be handled thru the CCR process

1)
2)
3)
4)
Please describe your resolution to this problem: This is an issue which should be addressed thru the CCR process so this NCR is recommended for closure as Not A Bug.
Please describe your verification: This NCR is an issue which should be handled thru the CCR process. The NCR Board deemed it Not a Bug.
Describe the Reason for closing this NCR?
The NCR Board rejected this NCR on 2/22 on the assessment that this should have been submitted as a CCR.
Sheila Barriere

O2/12/99 10:37:48 terryt
Status = New Priority = Medium Assigned To =
O2/16/99 08:49:21 rockvam
Status = New Priority = Medium Assigned To =
xddts 990219 080851 N -> A (Assigned-to ematthew) by ematthew
xddts 990219 081035 Enclosure "Analysis" added by ematthew
xddts 990219 081035 A -> R (Recommend-change = not a bug) by ematthew
xddts 990219 081202 Enclosure Previous Merge Build IDs added by ematthew



xddts 990219 081706 Enclosure Resolution added by ematthew

xddts 990219 081706 R -> T by ematthew

xddts 990219 081845 Enclosure "Verification" added by ematthew

xddts 990219 081845 T -> V by ematthew

xddts 990222 132752 Enclosure "Closure" added by sbarrier

xddts 990222 132752 V -> C by sbarrier xddts 990223 113746 Fields modified by sbarrier xddts 990223 113813 Fields modified by sbarrier

EDC CCR

EDCC_CHNG_REQ

Page 1/3

CCR Number: EDCdd00024 Submitted: 990413 Revision:

Priority: routine Change Class: II
Status: New Enclosures: 3

Title:

Additional Remedy floating write licenses for EDC

CCR ORIGINATOR INFORMATION Originator Name: T.Rockvam

Organization : EDC

Phone Number : 605-594-6852

Organization Evaluation Engineer: J.Daucsavage

CONFIGURATION MANAGEMENT ADMINISTRATOR

CM Admin. Name: rockvam Organization: EDC

Phone Number : 605-594-6852

EDCC_CHNG_REQ

Page 2/3

CCR Number: EDCdd00024

EDCC_CHNG_REQ

Page 3/3

CCR Number: EDCdd00024

******* Proposed Change *********

Need or Problem: Describe the need or problem.

Currently EDC has 5 floating write licenses for Remedy. We have 40+ staff members, any of whom may be assigned a Trouble Ticket, and 10+ User Services staff who need to be able to update Contact Log entries. Thus all these people need to be assigned a floating write license, and 5 are not enough to serve the number of users who may be using Remedy at one time.

Proposed Solution: Describe the proposed solution.

Buy an additional 10 floating write licenses for e0msh03.

Summarize the impact statements received from the organizations requested to provide impacts.

4/6 99-0325



5/	6
99-	0325

Hesources Summarized:
Technical Summary:
ROM Summary (BOE, Cost & Schedule):
Recommendation:
************ Resolution ************************************
Describe how the request will be resolved/completed.

CM01A

95-032 6/6

Supplementary Procurement Information

99-0325	2. Rev:	3. Date:			
4. Fund Type:	5. Not to	6. On Dock Need Date:	eed Date:		Account #:
Project Funds	Exceed \$:				
8. Firm Quote Expiration Date:	Date:	9.	9. WBS Manager (Sig	좡	lgn/Date)
10. Department Manager Verifying Need: (Sign/Date) (Not Required for Maintenance Brooks)	Verifying quired for	11. Procurement Manager (Sign/Date)	ent Manager		12. Type of Procurement
	<i>y</i>				Raytheon EDS
13. COTS Manager (Sign/Date) (Not Required for Maintenance Procurement	Date) (Not Requ	red for Mainten	nance Procurements	IS):	·
14. FOR CM USE ONLY:					
					The second secon
	0.800				

CM15MR99

ECS Configuration C	hange Request				Page 1 of	T P		7.0	
1. Originator Dan Marinelli	2. Log Date: 4/19/99	3. CCR#	033/	4. Rev:	5. Tel: (301) 925-1	016	6. Rm #: 3006	7. Org. GSFC	
8. Title of Change: Add an a	rchive metadata attribute	called "DESC	CRrevision to	every E	SDT				
9. Originator Signature/D	ate	Halas	10. Clas		Type:	12. N	eed Date: 5/	1/99	
13. Office Manager Signal	ture/Date	41747/	Update B	gory of C aseline	of Change: 15. Priority: (If "Emergency" fill in Block 28). Routine				
16. Documentation/Drawin	gs Impacted:		17. Schedu Impact: N/A	le	18. CI(s) A				
19. Release Affected:	I	20. Date due 5/1/9			Impl. Date: /99		22. Estimate Small	ed Cost:	
23. Source Reference:	□NCR (attach) □Ac		Tech Ref.						
23. Source Releterice:				_					
24. Description of Change Addition attribute needed in	e: (use additional Shee ESDT in addition to ESD	ts if necessa T Version ID t	ry) o track the V	ersion de	esignator of the	e ESD1	rodl.		
25. Proposed Solution: (a Add an archive metadata at 10 characters. Typically it w DESCRrevision in the MCF	tribute called "DESCRrev yould contain a string suc file would have DataLoca	rision" to every th as "1.23". T ation set to "M	he initial val	ue for all	EOD IS SHOW	יו סטנ	.0 . 1110 00,0	more than ect for the	
26. Alternate Solution: (u N/A									
27. Consequences if Cha The change is being made the ESDT ODL. Ongoing of there is a comment field in	so that there is a place in ommunications with ECS the ESDT information tha	every MCF to show that Ve t is provided t	nat can noid rsionID (an e ipon delivery	a version existina at	designator us ttribute) is not	Sunavi	e ioi une puij	poso. 1.0.,	
28. Justification for Emer	gency (If Block 15 is "E	mergency"):							
29. Site(s) Affected:	EDF Mini-DAAC EOC IDG Test Ce	_VATC □E	DC G	SFC 🔲			_SMC □A		
30. Board Comments:					31.	Work	Assigned To	:	
32. EDF/REL2 CCB Chair	(Sign/Date):	33. Dispos A/C Fwd/i	D	Approved isapprove wd/ESDI		(ТВ	ID)		
35. M&O CCB Chair (Sign	n/Date):	36. Dispos	sition: A	pproved sapprove wd/ESDI	37.		lanager's Cl		
38. ECS CCB Chair (Sign	v/Date):		sition: A	pproved	40.	. CCR	Closed Dat	e:	

ORIGINAL

CM01 March 8, 1999

ADDITIONAL SHEET

CCR #: 97-0331 Rev: - Originator: Dan Marinelli

Telephone: (301) 925-1016 Office: GSFC

Title of Change: Add an archive metadata attribute called "DESCRrevision to every ESDT

27. (Cont)

database. This causes confusion on the part of operations when they want to check the ESDTs they have installed in the various modes.

The change is fully backward-compatible with previous versions of all PGEs since it is a simple addition of an archive attribute.

CM01A

ECS Configuration (Change Request	-			Page 1 of	<u> </u>	Page(s)
1. Originator	2. Log Date:	3. CCR #		4. Rev:	5. Tel:		6. Rm #:	7. Org.
Tammy Rockvam	4/15/99	199-	0324	-	605-594-68	52	EDC	EDC
8. Title of Change: Add web		17.7			_L		<u></u>	<u> </u>
9. Originator Signature/D	ate		10. Clas	lass 11. Type: 12. Need Date: 5/15/99 CCR				
13. Office Manager Signa	ture/Date			14. Category of Change: 15. Priority: (If "Emerg				
			Update B		fill in Block 28). Routine			
16. Documentation/Drawin 920-TDE-002 Rev10	gs Impacted:		17. Schedu Impact: ?	ie	18. CI(s) Affected:MSS			
19. Release Affected: 4PY	2	20. Date due	to Custom	er: 21.	Impl. Date:	2	2. Estimate Small	d Cost:
23. Source Reference: EDC CCR EDCdd00023	□NCR (attach) □Acti	on Item	Tech Ref.	GSFC	⊠Other:			
24. Description of Change Add a web server to e0mss0 functionality that is available interfaces.	2, which hosts the local DI	OTS CCR sy	stem, to ena	ble the ne to CCRs)	ew DDTS 4.1 is not availab	web inte le in the	erface. Some	e racter
25. Proposed Solution: (u		cessary)			.			
26. Alternate Solution: (use additional sheets if necessary) Use the X GUI to access CCRs stored in DDTS and manually keep track of attachments.								
27. Consequences if Change(s) are not approved: (use additional sheets if necessary) Without a web server we will not be using the full capability of DDTS 4.1.								
28. Justification for Emergency (If Block 15 is "Emergency"):								
	DF □Mini-DAAC □V	ATC ⊠ED		FC La	RC NSIE)C 🗆	SMC AK	∐JPL
30. Board Comments:					31. V	Vork As	ssigned To:	
32. EDF/REL2 CCB Chair (Sign/Date): 33	B. Disposit		proved	34.	(TBD)	 	
		Fwd/EC		approved d/ESDIS				
35. M&O CCB Chair (Sign/	Date): 36			roved	37. (CM Mar	nager's Clos	ure:
		AC	Disa	pproved		-	-	
38. ECS CCB Chair (Sign/E	late)·	Fwd/EC		VESDIS	40	CCD C	loosed Data	
TO TOO OOD CHAIL (OIGHT)ate): 39	. Disposit	ion: App A/C	roved	40.	UUH C	losed Date:	
				pproved		_		

ORIGINAL

ADDITIONAL SHEET

P. 2/3 99-0324

CCR #: 99-0324Rev: - Originator: Tammy Rockvam

Telephone: 605-594-6852 **Office:** EDC 1457

Title of Change: Add web server to e0mss02

EDC CCR

EDCC_CHNG_REQ

Page 1/3

CCR Number: EDCdd00023 Submitted: 990413 Revision:

Priority: routine Change Class: II
Status: New Enclosures: 3

Title:

Add web server to e0mss02

CCR ORIGINATOR INFORMATION Originator Name: T.Rockvam

Organization : EDC

Phone Number : 605-594-6852

Organization Evaluation Engineer: J.Daucsavage

CONFIGURATION MANAGEMENT ADMINISTRATOR

CM Admin. Name: rockvam Organization: EDC

Phone Number: 605-594-6852

EDCC_CHNG_REQ

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CCR Number: EDCdd00023

EDCC_CHNG_REQ

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CCR Number: EDCdd00023

Need or Problem: Describe the need or problem.

Request adding a web server to e0mss02 to serve the new DDTS web interface. Currently the baseline does not specify a web server on this machine.

The DDTS 4.1 web interface will allow a convenient, easy interface to our local CCR database. In addition, the webddts interface allows us to attach text or binary files to CCRs in addition to the usual DDTS enclosures. Attaching binary files is not available in any of the other DDTS interfaces.

Proposed Solution: Describe the proposed solution.

Add a Netscape Enterprise Server to e0mss02 to server the DDTS Web interface.



provide impacts.	, , ,
Resources Summarized:	
Technical Summary:	
ROM Summary (BOE, Cost & Schedule):	
Recommendation:	
************* Resolution ******************** Describe how the request will be resolved/completed.	

CM01A

ORIGINAL

8. Title of Change: Use Remedy for Operations Log	and Resource	e Log					
9. Originator Signature/Date		10. Class	11. Type: CCR	12. Need Date: 4/20/99			
13. Office Manager Signature/Date			4. Category of Change: 15. Priority: (If "Emergency" fill in Block 28). Routine				
16. Documentation/Drawings Impacted:		17. Schedule Impact: none	18. Cl(s)	CI(s) Affected:MSS			
19. Release Affected: 4PX	20. Date du 4/20	e to Customer: /99	21. Impl. Date: 4/20/99	22. Estimated Cost: None			
23. Source Reference:	_Tech Ref. ☐C	SFC Other:					
24. Description of Change: (use additional Shee Operations has need of an on-line way to log operation events that affect the operation of the system. The oneeds to be accessible to all operators.	ons activities						
25. Proposed Solution: (use additional sheets if Create two new schemas in Remedy to use to store a user interface for entering and retrieving log inform interested parties. Implementation can be done at E	operations log ation. Active	links provide a me	echanism to autor	rides a database for storing and natically distribute logs to			
26. Alternate Solution: (use additional sheets if Manual logging using pencil & paper or word process							
27. Consequences if Change(s) are not approved Less efficient logging and less automation in distribu							
28. Justification for Emergency (If Block 15 is "E	mergency"):						
29. Site(s) Affected:EDFMini-DAAC EOCIDG Test Cel	JVATC ⊠E	DC GSFC	□LaRC □NS	IDC SMC AK JPL			
30. Board Comments:			31.	Work Assigned To:			
32. EDF/REL2 CCB Chair (Sign/Date):	33. Dispos A/C Fwd/E	Disapp	roved	(TBD)			
35. M&O CCB Chair (Sign/Date):	36. Dispos A/C Fwd/E	sition: Approve Disappr	ed 37. oved	CM Manager's Closure:			
38. ECS CCB Chair (Sign/Date):	39. Dispos		ed 40.	CCR Closed Date:			

ORIGINAL

04-15-99A10:14 CR (EDF/REL2 CCB

M&O web page on e0mos02.

99-0323 Page 4/4

In addition, create a new menu for the Operator field that contains all Remedy users in the Operator group.

CM01A

ECS Configuration C	hange Request					Page 1 of	f 6	Page(s)
1. Originator	2. Log Date:/		3. CCR #:		4. Rev:	5. Tel:		6. Rm #:	7. Org.
Tammy Rockvam	4/15/99		99-0	322		605-594-68	52	EDC	EDC
9 Title of Change I and (F)	7/13/11							<u> </u>	<u> </u>
8. Title of Change: Local (El	ix for Hemeay trou	וז פוטנ	icket torward	aing					
9. Originator Signature/Da	nte			10. Clas		. Type:		leed Date: 4/	20/
12 Office Honorou Clauset				<i>TL</i>	W/		99		
13. Office Manager Signat	re/Date			14. Cates Other	gory or (nange:		riority: (If "E	mergency"
				Culei			Routir	Block 28). ne	
16. Documentation/Drawing	s Impacted:		1 1	7. Schedu	le	18. Cl(s) A			
	,		1 '	mpact:		10. 0.(0) A	1100100	1.10.00	
				one		İ			
19. Release Affected:		20.	. Date due 1	o Custome	er: 21.	Impl. Date: 22. Estimated Cost:			
4PX			4/20/99	9		:0/99		None	
23. Source Reference:	NCR (attach)	Action	n Item	Tech Ref.	GSF	Other:			
NCR ECSed19305, EDC CCI									
A4 December of C1	1 1 12-4								
24. Description of Change NCR ECSed19305 describes					املط مداسات	Alba Culturalis	- l		da alt
a trouble ticket is forwarded fi			a Hemeay c	ontiguration	i in Which	the Submitte	rimpac	ct is not includ	led when
Request implementation of a		• •	ed19305 is	released					
						-			
25. Proposed Solution: (us									
Implement the change locally	as described in ECSec	d1930	05. See att	ached EDC	CCH for	details.			
26. Alternate Solution: (us	e additional sheets if	nece	essary)						
Wait for release of 19305.									
27. Consequences if Change(s) are not approved: (use additional sheets if necessary)									
Trouble tickets will be sent in with impact information lost. This causes confusion and extra work because the impact must be									
updated manually in the receiving site's Remedy database.									
28. Justification for Emergency (If Block 15 is "Emergency"):									
20. Justinication for Emerge	sucy (ii block 15 is "E	:mer	gency"):						
29. Site(s) Affected:	DF Mini-DAAC]VA1	TC ØEDC	Псс	co Di	DO THOIS		lovo Clar	
	DC IDG Test Cel				FC L	ARC NSIE]SMC □AK	. LUJPL
30. Board Comments:	JO LIDO TEST CEI			7 1		31 V	Nork A	ssigned To:	
						31. 1	TOIR A	saigned 10.	
						ļ.			
32. EDF/REL2 CCB Chair (S	ign/Date):	33.	Disposition	nn' An	proved	34.	(TBD	,	
(JJ.	A/C	• • •	proved approved		(130	,	
			Fwd/ECS		approved d/ESDIS	'			
35. M&O CCB Chair (Sign/E	ate):	36.	Disposition		roved	37 4	см ма	nager's Clos	ura-
(9.42	,-	50 .	A/C		pproved	i i	siii Mia	gei a 0108	wit.
			Fwd/ECS		pproved VESDIS	ŀ			
38. ECS CCB Chair (Sign/D	ate);	39.	Disposition		roved	40	CCR C	losed Date:	
1. 0	•	JJ.		A/C		""			
						I I			

ORIGINAL

CCR #: 99-0322Rev: - Originator: Tammy Rockvam

Telephone: 605-594-6852 Office: EDC

Title of Change: Local (EDC) fix for Remedy trouble ticket forwarding

NCR

Submitted: 981124 NCR ID: ECSed19305 Status: TO-BE-MERGED **NCR Class: OPERATIONS** Enclosures: 5 Project: OPS_MSS

NCR TITLE...

Remedy - Forwarding Option Does not send the Submitter Impact Field

PROBLEM INFORMATION... ANALYSIS INFORMATION... Build Name(*): Drop 4PX.10 Evaluate Engineer: bfloyd Test Site[*]: EDC DAAC Assigned To: bfloyd Detection Method[*]: Planned Test Iteration[*]: Drop 4PY

Detected-In-Phase[*]: DAAC Activity Analysis Due Date (yymmdd):

Test Case ID:

COST ANALYSIS INFORMATION... Machine Name:

Severity (1=Showstopper)[*]: 3

Cost[*]:

Mode [*]: OPS Estimated Fix Time(hrs): 1

Trouble Ticket: Estimated Fix Date(yymmdd): 990312

DAAC Trouble Ticket: Workaround Available? N

SUBMITTER INFORMATION...

Submitter: pjohnson

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NCR Class: OPERATIONS Project: OPS_MSS Forwarded 990406

READY TO MERGE INFORMATION..

Resolution[*]: source code Resolved by: bfloyd

Indicate_SLOC[*]: Not Applicable

Num_SLOC: 0 Fixing time (hrs): 24

Documentation affected (Y/N)? Y

FORWARDING INFORMATION... Old class: REL_B0_INFORMAL

Old project: RelB0_MSS

Forwarded by: Ken Cockerill

TO BE FIXED INFORMATION... Problem type[*]: source code

Recommended change[*]: source code Implement Due Date (yymmdd): Page 2/2

PROBLEM DESCRIPTION....

ORIGINAL

99-0322 3/6

Problem: When remedy tickets are transferred from a DAAC to the SMC, they come in with an "Assigned-Priority" field set to Low. Also the "Submitter Impact" is set to Low. This happens even though the ticket was submitted at the originating DAAC with an "Assigned Priority" or "Submitter Impact" field set to a value other than Low.

Analysis: Upon review of the active link called "RelB-TT-SetUpForward", it was determined that this link invokes a macro called "Push To Forward" that copies information from the "RelB-Trouble Tickets" schema to the "RelB-TT-ForwardToSite" schema when a "RelB-Trouble Tickets" item is forwarded. However, the "Assigned-Priority" field that is part of the "RelB-TT-ForwardToSite" schema contains a default value of Low. The "Submitter Impact" field also contains a default value of Low for this schema. The "Push To Forward" macro should however copy in the these two fields from the RelB-Trouble Tickets schema as they are set. However the problem may be in the fact that the RelB-TT-ForwardToSite schema shows these two fields as only being entered by certain groups (i.e. the Create Mode of the field is set to "Protected" rather than "Open"). The process described above occurs at the source Remedy location.

Another potential problem could occur even though the above problem is resolved. After the ReIB-TT-SetUpForward active link is triggered, another active link is also triggered in the forwarding process. "ReIB-TT-Forward" is triggered and its first operation is to run a macro called "setUpForwardFile". This macro queries the ReIB-TT-ForwardToSite schema and generates the report "Forward Set Up" that is used to forward the ticket to the destination site. However, after analyzing this report, it is apparent that the "Assigned-Priority" and "Submitter Impact" fields do not get placed in this report.

IMPACT
Help Desk does not know the severity of problems received from the DAACs
Please describe your Analysis:

To forward a trouble ticket from one site to another, Remedy ARS first copies the contents of the trouble ticket to an intermediate schema, adds other information, formats the information into Remedy email format and then mails the message via UNIX mail.

The Remedy Macro used to set up the content of a trouble ticket for forwarding has the default values of low imbedded in it for Submitter Impact and Assigned-Priority fields. Consequently, the value of low is set to be forwarded for each field. However, the report used in the forwarding activity does not have Submitter Impact and Assigned-Priority fields included so the values of these fields are not forwarded, anyway. The fields' default value, Low, is assigned to each of these fields at the receiving site. Additionally, the Assigned-Priority field has a create mode of protected (only members of specified groups can enter a value into this field) so Remedy would not allow a value to be entered for this field during its processing of a forwarded ticket.

To forward/submit a trouble ticket to another site and have the receiving site enter the incoming Assigned-Priority value, the Create Mode of the Assigned-Priority field would have to be "Open." Given the purpose of this field, it's best to restrict "change" access to those groups that have the authority to assign the priority for work tasks. Since a trouble ticket would not have an Assigned-Priority before it's submitted, the mandatory indicator (bold letters) and the default value for the Assigned-Priority field should be dropped from the RelB-Trouble Tickets screen. A member of a group change permission for this field) at the receiving site should be required select a value for the Assigned-Priority field when the Ticket Status field's

value is being changed to "Assigned."

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The Submitter Impact field is the only additional field that should be added to the forwarding Active Links: RefB-TT-SetUpForward and RefB-TT-Forward and Report: Forward Set Up.
Please describe your resolution to this problem:
Recreated forwarding macros and report. Ensured the Submitter Impact field without its default is included in the macros. Created new Active Links with the macros and report imbedded in them for forwarding Submitter Impact and other fields' values (Assigned-Priority field value not forwarded). Disabled existing Active Links and enable new Active Links in the Remedy configuration.
Removed the Required Entry status and the default value from the Assigned-Priority field in the RelB-Trouble Tickets schema. Added a Remedy filter which requires an authorized user to enter a value for the Assigned-Priority field when the value of the Ticket Status field is changed to "Assigned."
Please enter any related Merge Build ID(s) information:
Not Applicable. Remedy is a COTS product.
1)
2)
3)
4)
*********** History ************************************
xddts 981124 114122 Submitted to RelB0_MSS by pjohnson xddts 981124 114438 Enclosure "Problem" added by pjohnson xddts 981124 114512 Enclosure "Impact" added by pjohnson xddts 981124 144725 N -> A (Assigned-to bfloyd) by Iswentek xddts 981125 140708 Fields modified by sbarrier xddts 981204 152352 Enclosure "Analysis" added by bfloyd xddts 981204 152352 A -> R (Recommend-change = source code) by bfloyd xddts 990218 172459 enclosure "Analysis" edited by bfloyd xddts 990312 132053 Fields modified by bfloyd xddts 990312 132408 enclosure "Analysis" edited by bfloyd xddts 990319 161535 enclosure "Analysis" edited by bfloyd batchbug 990406 185647 Forwarded from RelB0_MSS to OPS_MSS by kcocker xddts 990412 115211 enclosure "Analysis" edited by bfloyd xddts 990412 121439 Enclosure Resolution added by bfloyd xddts 990412 121523 Enclosure Previous Merge Build IDs added by bfloyd xddts 990412 121523 R -> M (To-Be-Merged) by bfloyd xddts 990412 121756 enclosure "Analysis" edited by bfloyd
EDC CCR

EDCC_CHNG_REQ

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CCR Number: EDCdd00013

Submitted: 990312

Priority: routine Change Class: II Status : New

Enclosures : 3

Revision:

Title:

ORIGINAL

99-0322 5/6

Local fix to Remedy Trouble Ticket forwarding

CCR ORIGINATOR INFORMATION
Originator Name: Tammy Rockvam

Organization : EDC DAAC Phone Number : 594-6852

Organization Evaluation Engineer: J.Daucsavage

CONFIGURATION MANAGEMENT ADMINISTRATOR

CM Admin. Name: rockvam Organization: EDC Phone Number: 594-6852

EDCC_CHNG_REQ

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CCR Number: EDCdd00013

EDCC_CHNG_REQ

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CCR Number: EDCdd00013

Need or Problem: Describe the need or problem.

The Remedy system as delivered does not send the Submitter-Impact field when a trouble ticket is forwarded from one site to another (ref NCR ECSed19305). Since the field is not included, all tickets forwarded electronically to the SMC are received there with the default Submitter Impact of Low.

Request a local fix to allow correctly sending this field until the related NCR is fixed & released.

Proposed Solution: Describe the proposed solution.

The local fix includes changes to 2 active links, 2 macros, and 1 report in Remedy to include the Submitter-Impact field when the TT is formatted

and sent:

active link RelB-TT-SetUpForward macro PushToForward_fix

active link RelB-TT-Forward_fix macro setUpForwardFile_fix report "Forward Set Up"

These active links are triggered by pushing the "Forward" button on the RelB-Trouble Tickets schema window.

For additional documentation see local TT EDC186.

The original active links, macros, and reports can remain installed but just be "turned off" so that we can revert to the original configuration if necessary.

Summarize the impact statements received from the organizations requested to provide impacts.

Resources Summarized:

Technical Summary:

ORIGINAL

ROM Summary (BOE, Cost & Schedule):

Describe how the request will be resolved/completed.

Make the following modifications using the Remedy admin tool:

macro PushToForward_fix

Export the existing RelB-TT-SetUpForward active link using the admin tool to get a copy of the existing PushToForward macro.

Re-record the macro using the User Tool to submit a record to the RelB-TT-ForwardToSite schema, adding all the same user-entered variables as in the original plus one for the Submitter Impact.

active link RelB-TT-SetUpForward_fix

Copy the original RelB-TT-SetUpForward active link using the admin tool and replace the third action, PushToForward macro, with the new PushToForward_fix macro. Fill In

all the macro fields with the corresponding schema fields by selecting from the menu that appears when you press the right mouse button in the text area.

report "Forward Set Up"

Export the existing RelB-TT-Forward active link to get a copy of the existing Forward Set Up report. Copy the text from the Forward Set Up report into a new report file (Forwardx.arr) in ~/arHome/arcmds. Add the Submitter Impact field to the report by inserting 536870922^C^CSubmitter Impact1536870922! into the Report: line.

(Or, re-record the report with the same formatting & fields as the original, adding the Submitter-Impact field to the report.)

 $macro\ set Up Forward File_fix$

Export the existing RelB-TT-Forward active link to get a copy of the existing setUpForwardFile macro.

Re-record the macro using the User Tool, setting up a query with a user-entered value for the Unique ID field and where the ForwardSchemaSent field = No. Run the new "Forward Set Up" report and create the output in the file /tmp/artemp.

active link RelB-TT-Forward_fix

Copy the original RelB-TT-Forward active link and replace the first action, setUpForwardFile macro, with the new setUpForwardFile_fix macro. Fill in the macro fields with the corresponding schema field (\$Unique-Identifier\$).

As a final step, turn off the original ReIB-TT-SetUpForward and ReIB-TT-Forward active links and turn on the new ones.

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24. Description of Change: (use additional Sheets if necessary) This is the official release of the JRE 1.1.7B upgrade to the EDC DAAC. The software should be installed on the proper machine indicated in the DAAC specific H/W - S/W map. 25. Proposed Solution: (use additional sheets if necessary) Upgrade the JRE version baseline from 1.1.5 to 1.1.7B per the attached PSR. 26. Alternate Solution: (use additional sheets if necessary) N/A 27. Consequences if Change(s) are not approved: (use additional sheets if necessary) N/A 28. Justification for Emergency (if Block 15 is "Emergency"): 29. Site(s) Affected: DF Mini-DAAC VATC DEC GSFC ARC SMC AK J EOC DIGG Test Cell Other 30. Board Comments: 31. Work Assigned To: 32. EDF/REL2 CCB Chair (Sign/Date): 33. Disposition: Approved Disapproved FWGFESDIS FWGFESDIS Simple CCB Chair (Sign/Date): 34. (TBD) Disapproved SpWGFESDIS FWGFESDIS FWG						•] ;		ed Cost:		
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16. Documentation/Drawings Impacted: 910-TDA-003-Rev15, 910-TDA-503, Rev0,910-TDA-010-Rev02, 920-TDE-002-Rev10 document (DAAC H/W - S/W Map) 17. Schedule Impact: None										
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CM01 March 8, 1999

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ECS Configuration C	hange Request				Page 1 of	1	Page(s	s)	
1. Originator	2. Log Date:	3. CCR		4. Rev:			6. Rm #:	7. Org.	
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29. Site(s) Affected: ⊠E	DF Mini-DAAC 🗵	ZVATO MEI		M.	SO MAIN	~ 5	Zoug Day		
	OC ∐IDG Test Cell		DC <u>K</u> JGS ther	FC AL	aRC NSID)C 🗠	SMC □AK	L_JPL	
30. Board Comments:		<u> </u>	1101		31. V	Vork A	ssigned To:		
					Kel	, De	() V		
					Mi	1-4	Armstron	19	
32. EDF/REL2 CCB Chair (S	Sign/Date):	33. Disposi	ition: An	proved		(TBD		/	
2-1 2010 1	1	A/C		approved	1	(1		
Ma Misanell	4/14/47	Fwd/E		d/ESDIS					
35. M&O CCB Chair (Sign/I	Date):	36. Disposi		proved		СМ Ма	nager's Closi	ure:	
-110/8/m	dialo	A/C		approved	, ,		3		
Brusus 4	712/99	Fwd/E		/ESDIS					
38. ECS CCB Chair (Sign/D	ate):	39. Disposi	• •	roved	40.	CCR C	Closed Date:		
			A/C						
			Diag	~~~~~	. 1				

ECS/EDF/REL2 CCB

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ECS Configuration C	Change Request					Page 1 of	٠ ١	Page(s)	
1. Originator	2. Log Date:	3.	CCR #:		4. Rev:	5. Tel:		6. Rm #:	7. Org.	
Randall J. Miller	15 APR 9	3 3	9-0	319	_	x0400		2078	co	
8. Title of Change: Deliver 6			•		eck Script	ts to EDC			<u> </u>	
			LCD3i dii			IS TO EDC				
9. Originator Signature/D	-Karal 1- 17 Wen 4/15/99 II CCR									
13. Office Manager Signat	ure/Date	- '		14. Cate		hange:		riority: (If "E	mergency"	
50	-x= 1/1	15/90	9	Update B	aseline			Block 28). gency		
16. Documentation/Drawings Impacted: 17. Schedule 18. CI(s) Affected: SDSRV										
None				mpact: None						
19. Release Affected:		20. Da	ate due 1	to Custome	er: 21.	Impl. Date:		22. Estimate	d Cost:	
4PX			N/A		4/1	5/99		None		
23. Source Reference: [□NCR (attach) □	Action Ite	em 🔯	Tech Ref.	GSFC	Other:				
24. Description of Change	: (use additional Sh	eets if ne	cessary	')		<u>-</u>			-	
Development has prepared t							ata Ser	ver with the c	ontents of	
AMASS and the silos. EDC	requires access to the	se scripts	immedia	ately to sup	prt their c	perations.				
25. Proposed Solution: (u				•	,					
CSG shall package the scrip									DC. EDC	
shall intall as required. Thes	e scripts will be super	seded by	paseline	code begii	nning witi	the 4PY.Fult	on deli	very.		
26. Alternate Solution: (us		f necess	ary)	•						
Wait until 4PY.Fulton deliver	y to provide scripts.									
				•						
27. Consequences if Chan										
EDC will be unable to cross-	check the contents to	tne datab	ase and	tne silo unt	ii delivery	or this script.				
1										
28. Justification for Emerg	ency (If Block 15 is '	'Emerger	ncv"):							
This fix is required to suppor		_	,							
	·									
29. Site(s) Affected:	DF Mini-DAAC	□VATC	⊠EDC	GS	FC 🗆 La	RC NSID	C 🗵	SMC □AK	□JPL	
	OC DIDG Test C		Oth							
30. Board Comments:						31. V	Nork A	ssigned To:		
32. EDF/REL2 CCB Chair (Sign/Date):	1	Dispositi	on: App	roved	34.	(TBI))		
ĺ		1	VC	•	proved					
			wd/ECS		ESDIS					
35. M&O CCB Chair (Sign/	Date):		Dispositi		oved	37.	CM Ma	nager's Clos	sure:	
Ma. 110 800	ulidoa	1	VC	Disapp						
TOUR WE COME TO SERVICE TO SERVIC	Cotol:		wd/ECS			40	CCD	Closed Date:		
38. ECS CSB Chair (Sign/I	Date):	39.	Dispositi		oved	40.	CUR	Ciosed Date.		
				A/C Disa	nnroved					

ORIGINAL 04-15-99A09:58 RCVD

CM01 March 8, 1999

ECS Configuration C	hange Request				Page 1 of		Page	
1. Originator	2. Log Date:	3. CCR#		4. Rev:	5. Tel: x0400		6. Rm #: 2078	7. Org. CO
Randall J. Miller	15 APR 99	99-0	500					
8. Title of Change: Distribute	9 4PX.27 to EDC							
9. Originator Signature(Da	ate OA	15/99	10. Class	s 11. CC	Type:	12. N	eed Date: 4/	15/99
13. Office Manager Signat	<u> </u>	115/99	14. Cate				riority: (If "E	mergency"
13. Office manager Sprint		11-	Update Ba			fill in E	Block 28). sencv	
2	Senty 7	115/99	17. Schedul	le	18. CI(s) A			
16. Documentation/Drawing None	js impacted.	-	Impact:		. ,			
		20. Date due	None to Custome	er: 21	Impl. Date:		22. Estimat	ed Cost:
19. Release Affected: 4PX		N/A	to customi		5/99		None	
	□NCR (attach) □A	ction Item	Tech Ref.	GSFC	Other:			
24. Description of Change	e: (use additional She	ets if necessa	гу)		·			
The Java DAR Tool (JDT) ha	as completed testing and	d is ready for d	istribution in	patch 4P	X. 2 7.			
25. Proposed Solution: (u	se additional sheets i	f necessary)					- EDO	the Mini
CSG shall prepare the tar fil-	e for 4PX.27. The SMC	shall pull the t	ar file from C	SG and o	distribute the t	ar file t	o EDC and to	tne Mini-
DAAC. EDC shall install as	required.							
26. Alternate Solution: (u	no additional sheets if	necessary)						
None.	se additional sheets in	110000001177						
		d. (voe additi	onal cheets	if neces	sarv)			
27. Consequences if Char Without delivery of 4PX.27,	nge(s) are not approve the ASTER Science Te	am will be unal	ble to perforn	n early or	perational test	ing of J	DT.	
Williout delivery of 41 X.227								
	//f Plack 45 is "	Emergency"):						
28. Justification for Emer The scheduled delivery date	e for the Java DAR Tool	l is 4/15/99.						
i		DW-70 57-		SFC □I	aRC ∏NS	IDC F	SMC DA	K JPL
29. Site(s) Affected:	EDF ⊠Mini-DAAC EOC □IDG Test C	□VATC ⊠E	DCG		_			
30. Board Comments:	EOC MINGLESCO	<u></u>	<u> </u>		31	Work	Assigned T	0:
JU, DOUIL JUINNIA.								
							====	
32. EDF/REL2 CCB Chair	r (Sign/Date):	33. Dispo	sition; Ap	proved	34	. (TE	3D)	
32. EUF/RELZ COB CHAIL	1/12 1/14 1~	A/C	Disa	pproved				
Pixe Mison	Loc 4/15/99	Fwd/E		VESDIS	27	CM	Manager's C	losure:
35. M&O CCB Chair (Sig	n/Date):	36. Dispo		proved proved	3'	. UM F		
Hara III Am	4/16/99	Fwd/E		/ESDIS_				
38. ECS CCB Chair (Sign	<u> </u>		sition: Ap	proved	40	. CCF	R Closed Da	te:
13. 23.03	,		A/C		.			
			Dis	sapprove	u		ECS/EDF/R	EL2 CCB
CM01 March 8, 1999		$\Delta \Gamma$	MOIN	IAI	0.6	15-0	0400:58	

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04-15-99A09:58 RCVD

4 October 1					Page 1 of	f	Page((s)	
Originator Randall J. Miller	2. Log Date: 15 Arc. 99	3. CCR #	1321	4. Rev:	5. Tel: x0400		6. Rm #: 2078	7. Org.	
8. Title of Change: Distribute	e 4PY.Bath to All Sites		- 		<u> </u>			<u></u>	
9. Originator Signature/Date 4/15/99 The CCR 12. Need Date: 4/15/99									
13. Office Manager Signat	ure/Date		14. Categ	ory of C		15. Pr	iority: (If "E	mergency"	
my St	mate y	1/15/99				Emerg	-		
16. Documentation/Drawing Installation Instructions provide		-	17. Schedul Impact: None		18. Cl(s) A	ffected:	All		
19. Release Affected: 4PY		20. Date due N/A	to Custome	r: 21. 4/15	Impl. Date: /99	2	2. Estimate None	d Cost:	
See attached liet 2 + /	$D I \dots I$	ction Item 🗵	= '	_	Other:				
24. Description of Change	FCSed 2059/	كه كري من كري ا	リノフタードム	Sedal	237, EC	Sada	21434		
Numerous NCR fixes have be	een made to the 4PY co	ets it necessar de baseline.	у)		•				
25. Proposed Solution: (us The tar files for 4PY bath wer	se additional sheets if e sent to the SMC wher	necessary) n 4PY.bath was	turned over	to Test.	The SMC sha	ıll distrib	ute the 4PY	bath tar	
files to all sites. Each site sh	all install the delivery as	required.				4.04.12		.batr tar	
26. Alternate Solution: (us	e additional sheets if r	necessary)							
None.									
27. Consequences if Chang						*			
Without delivery of 4PY.bath,	numerous NCRs will re	ımaın untixed ii	Tithe 4PY COC	ie baselin	ie.				
28. Justification for Emerg	ency (if Block 15 is "F	mergency"\:			_				
The scheduled delivery date									
	,								
29. Site(s) Affected: E	DF Mini-DAAC	VATC ⊠ED	C ⊠ GSF	C 🖾 Laf	RC MSID	C 🔯	SMC AK	□JPL	
30. Board Comments:	OC DIDG Test Cell	Ott	ner		31 V	Nork As	signed To:		
30. Board Comments:					31.	VOIR AS	isigned 10.		
32. EDF/REL2 CCB Chair (Sign/Date):	33. Disposi		oved)	34.	(TBD)			
Was M. Sonor	DC 4/14/99	A/C Fwd/EC	Disapp S ⊱w d/E						
35. MRO CCB Chair (Sign/l	Date): 4/16/99	36. Disposi		oved	37.	CM Mar	nager's Clos	sure:	
38. ECS CCB Chair (Sign/E		Fwd/EC3			40	CCR C	losed Date:		
Jul. Eco com chair (signic	ratoj.	oo. Diapusi	A/C	, TCU	70.	JJ11 U	<i></i>		
CM01 March 8, 1999		· · · · · · · · · · · · · · · · · · ·	Disap	proved		FC	S/EDF/REL	2 CCB	
CIVIOT IVIAICITO, 1999						EU	OLLDI INEL	2 000	

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